

#23339141 Your Stripe Account for givesendgo.com

Submitted February 15, 2022, 3:26 AM
Received via Web Service
Requester Jacob Wells <info@givesendgo.com>

CCs
 Lucy Hu <lucyh@stripe.com>, Sam Swartz <samswartz@stripe.com>, jacob <jacob@givesendgo.com>

Status	Type	Priority	Group	Assignee
Closed	-	Normal	WW Risk Underwriting	Lucy Hu

detected_language	beacon_url	country	merchant	source	verified	source_machine	Topic
English	https://q.stripe.com/?crt=crt_1KTHge4V4UG4b3Qn6h1IJA02&event=email.opened&merchant=acct_1041Lw4V4UG4b3Qn	United States	acct_1041Lw4V4UG4b3Qn	risk_canned_response	Yes	reviewbox--0591001cded0f3e2e.northwest.stripe.io	Verification

Service
 Priority/Services

Internal Tools Bot February 15, 2022, 3:26 AM

Hi Jacob,

Early last week, we requested that you provide a copy of the fundraising agreement between you and the Incorporated Freedom 2022 Human Rights And Freedom Association. We would like to arrange a call to discuss your agreement with that charity and any other disbursement plans you may have in light of the recent Canadian government actions freezing funds related to that charity. Would you please suggest some times when you may

be available tomorrow morning (Tuesday, February 15) so that we can make arrangements?

We appreciate your cooperation.

Thanks,

Stripe Support

Stripe, 354 Oyster Point Blvd, South San Francisco, CA 94080

Support Bot February 15, 2022, 3:26 AM

Internal note

lucyh sent canned response type other_response (en)

jacob February 15, 2022, 3:52 AM

Internal note

Hi Stripe,

I apologize for letting that slip. I will send it over ASAP. I am also available for a conversation tomorrow morning between 8-930am EST or after 11am.

Shine Brightly,

Jacob Wells

Founder/CFO | GiveSendGo

phone: 7573399580

site: www.GiveSendGo.com<<http://www.GiveSendGo.com>>

email: Jacob@GiveSendGo.com<<mailto:Jacob@GiveSendGo.com>>

[cid:F37D6EEE-ACA8-4273-A5CD-BC6428318892@home]

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On Feb 14, 2022, at 10:26 PM, Stripe Support <support@stripe.com<<mailto:support@stripe.com>>> wrote:

Your Stripe Account for givesendgo.com<<http://givesendgo.com>>

[Stripe] <<https://stripe.com/>>

Hi Jacob,

Early last week, we requested that you provide a copy of the fundraising agreement between you and the Incorporated Freedom 2022 Human Rights And Freedom Association. We would like to arrange a call to discuss your agreement with that charity and any other disbursement plans you may have in light of the recent Canadian government actions freezing funds related to that charity. Would you please suggest some times when you may be available tomorrow morning (Tuesday, February 15) so that we can make arrangements?

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Stripe, 354 Oyster Point Blvd, South San Francisco, CA 94080

[https://q.stripe.com/?crt=crt_1KTHge4V4UG4b3Qn6h1JA02&event=email.opened&merchant=acct_1041Lw4V4UG4b3Qn]

[WZYM0X-GP65]

29186452_2030102740347690_2717860445167747250_n.jpg

Internal Tools Bot February 15, 2022, 4:16 AM

Internal note

[support-team@stripe.com]: Merchant already has existing underwriting queue reviews open!

Review Token: mar_L7anDDW9aSBfG8

-- Review Type: potential_tos_violator_escalation_internal

-- Ticket SLA: 11 Feb 2022

-- Ticket ID: 23171549

-- Ticket URL: <https://stripe.zendesk.com/agent/tickets/23171549>

Lucy Hu February 15, 2022, 5:20 AM

Internal note

Working through sales to respond to the user. Please do not engage. Thanks!

Internal Tools Bot February 15, 2022, 6:16 AM

Internal note

[support-team@stripe.com]: Merchant already has existing underwriting queue reviews open!

Review Token: mar_L7anDDW9aSBfG8

-- Review Type: potential_tos_violator_escalation_internal

-- Ticket SLA: 11 Feb 2022

-- Ticket ID: 23171549

-- Ticket URL: <https://stripe.zendesk.com/agent/tickets/23171549>

Lucy Hu February 15, 2022, 3:02 PM

Hi Jacob,

The team is based in PT. Does a time between 11am PT - 1pm PT work for you?

Many thanks,
Stripe Support

Lucy Hu February 15, 2022, 6:21 PM

Hi Jacob,

Following up to see if you could accommodate a meeting with Stripe today.

Understand that it's been a busy day for you.

Regards,
Stripe Support

jacob February 15, 2022, 6:39 PM

Internal note

Hi,

Yes lets do 2pmEST/11PT

Shine Brightly,

Jacob Wells
Founder/CFO
Jacob@givesendgo.com

GiveSendGo.com
Powered by Givers
Find us on Facebook<<http://www.facebook.com/givesendgo>>

1Peter 3:18 For Christ also suffered once for sins, the righteous for the unrighteous, to bring you to God. He was put to death in the body but made alive in the Spirit.

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On Feb 15, 2022, at 10:02 AM, Stripe Support <support@stripe.com> wrote:

Hi Jacob,

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On Feb 15, 3:26 AM, Stripe Support wrote:

Your Stripe Account for givesendgo.com

[Stripe] <<https://stripe.com/>>

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We appreciate your cooperation.

Thanks,

Stripe Support

Stripe, 354 Oyster Point Blvd, South San Francisco, CA 94080

[WZYMOX-GP65]

jacob February 15, 2022, 6:40 PM

Internal note

Sorry this was a draft sitting in my inbox I thought I had sent. I am good in 20 mins if that still works.

Get Outlook for iOS<<https://aka.ms/o0ukef>>

From: Jacob Wells <Jacob@GiveSendGo.com>

Sent: Tuesday, February 15, 2022 1:39:43 PM

To: Stripe Support <support@stripe.com>

Subject: Re: Your Stripe Account for givesendgo.com

Hi,

Yes lets do 2pmEST/11PT

Shine Brightly,

Jacob Wells
Founder/CFO
Jacob@givesendgo.com

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We appreciate your cooperation.

Thanks,

Stripe Support

Stripe, 354 Oyster Point Blvd, South San Francisco, CA 94080

[WZYMOX-GP65]

Dan Alexander February 15, 2022, 7:03 PM

Hi Jacob, providing the zoom link for the meeting. Thanks.

<https://stripe.zoom.us/j/98515996196>

Internal Tools Bot February 15, 2022, 7:13 PM

Internal note

[support-team@stripe.com]: Merchant already has existing underwriting queue reviews open!

Review Token: mar_L7anDDW9aSBfG8

-- Review Type: potential_tos_violator_escalation_internal

-- Ticket SLA: 11 Feb 2022

-- Ticket ID: 23171549

-- Ticket URL: <https://stripe.zendesk.com/agent/tickets/23171549>

Lucy Hu February 16, 2022, 3:41 AM

Hi Joseph,

Thank you for the call today, we appreciate this is a busy time. As promised, here is the Emergency Order and just-released regulations for your review.

We'll have additional questions, but we've identified the most time sensitive below.

1. Please re-send the fundraising agreement, by attaching it to your response email. We have not located the previously uploaded version.
2. We understand that you only plan to disburse the funds in a manner compliant with Canadian law. Please provide (i) a confirmation that you will not make any disbursements unless it is legal to do so and (ii) detail other plans GSG has to comply with the Emergency Order.

We expect to have additional follow-up questions, but it's urgent that we receive these answers tomorrow.

Best,
The Stripe Team

Lucy Hu February 16, 2022, 6:38 PM

Hi Jacob,

We wanted to bump you on our requests from yesterday. We know that you're busy, so just wanted to reflag this message in case you missed it.

Thanks for all your help.

Regards,
The Stripe team

jacob February 16, 2022, 6:46 PM

Internal note

Hi,

Here is the existing agreement. It will be modified slightly to include reduction of payable balance to not just be processing fees, but also chargebacks, duplicate donations etc.

Also I can confirm that I will not disburse any funds that I am holding until there is a legal plan in place for them to be disbursed under Canadian Law.

We are also in receipt of the Emergency Order you provided and are still assessing what requirements it will obligate us to. I will respond as quickly as I can to that question once I have received word from our legal team.

Shine Brightly,

Jacob Wells
Founder/CFO

Jacob@givesendgo.com<<mailto:Jacob@givesendgo.com>>

GiveSendGo.com<<http://GiveSendGo.com>>

Powered by Givers

Find us on Facebook<<http://www.facebook.com/givesendgo>>

1Peter 3:18 For Christ also suffered once for sins, the righteous for the unrighteous, to bring you to God. He was put to death in the body but made alive in the Spirit.

[cid:cdb6601-9e40-4777-9736-06fdadf77fbe@namprd13.prod.outlook.com]

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On Feb 16, 2022, at 1:38 PM, Stripe Support <support@stripe.com<<mailto:support@stripe.com>>> wrote:

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We wanted to bump you on our requests from yesterday. We know that you're busy, so just wanted to reflag this message in case you missed it.

Thanks for all your help.

Regards,
The Stripe team

On Feb 16, 3:41 AM, Stripe Support wrote:

Hi Joseph,

Thank you for the call today, we appreciate this is a busy time. As promised, here is the Emergency Order<<https://orders-in-council.canada.ca/attachment.php?attach=41560&lang=en>> and just-released regulations<<https://gazette.gc.ca/rp-pr/p2/2022/2022-02-15-x1/pdf/g2-156x1.pdf>> for your review.

We'll have additional questions, but we've identified the most time sensitive below.

1. Please re-send the fundraising agreement, by attaching it to your response email. We have not located the previously uploaded version.
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<https://stripe.zoom.us/j/98515996196>

[WZYMOX-GP65]
image006.jpg
CamScanner 02-15-2022 12.01.pdf

Internal Tools Bot February 16, 2022, 7:12 PM

Internal note

[support-team@stripe.com]: Merchant already has existing underwriting queue reviews open!

Review Token: mar_L7anDDW9aSBfG8

-- Review Type: potential_tos_violator_escalation_internal

-- Ticket SLA: 11 Feb 2022

-- Ticket ID: 23171549

-- Ticket URL: <https://stripe.zendesk.com/agent/tickets/23171549>

Lucy Hu February 17, 2022, 3:39 AM

Hi Jacob,

Thank you for your response earlier today. We have one follow-up request on which we would appreciate your help. Could you please add language to your GSG campaign fundraising page:

1. confirming that your campaign will only disburse funds in a manner permitted under Canadian law; and
2. disclosing to donors that there are restrictions in place that may impede the ability to disburse funds.

We think this language would help underscore your intent to comply with applicable law and proactively address donor concerns.

While we understand the challenges of the current situation, we need these steps to be taken by tomorrow (Thursday, 2/17), at 2PM ET, or we will need to pause the account until we can agree with you on next steps. We will be available to discuss this tomorrow morning if you have any questions.

We appreciate your understanding of our efforts to ensure compliance with the measures taken by the Canadian authorities and with our Terms of Service.

Best,
The Stripe Team

Lucy Hu February 17, 2022, 4:20 PM

Hi Jacob,

Following up our request from yesterday as the deadline is approaching.

Let us know if you'll be able to meet the deadline. We are also available for a call this AM if it would be helpful.

Many thanks,
The Stripe Team

jacob February 17, 2022, 4:38 PM

Internal note

Hi,

Campaign update has been posted as follows:

***Funds from this campaign will be disbursed in a manner permitted under Canadian Law and ***There are current restrictions in place that might impede the immediate ability to disburse funds to this recipient.

Shine Brightly,

Jacob Wells
Founder/CFO

Jacob@givesendgo.com<<mailto:Jacob@givesendgo.com>>

GiveSendGo.com<<http://GiveSendGo.com>>

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Find us on Facebook<<http://www.facebook.com/givesendgo>>

1Peter 3:18 For Christ also suffered once for sins, the righteous for the unrighteous, to bring you to God. He was put to death in the body but made alive in the Spirit.

[cid:81C55344-17CD-4CCE-B3E6-2AF8CC172979]

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Best,
The Stripe Team

On Feb 16, 6:38 PM, Stripe Support wrote:

Hi Jacob,

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Thanks for all your help.

Regards,
The Stripe team

[WZYMOX-GP65]
image006.jpg

Internal Tools Bot February 17, 2022, 4:41 PM

Internal note

[support-team@stripe.com]: Merchant already has existing underwriting queue reviews open!

Review Token: mar_L7anDDW9aSBfG8

-- Review Type: potential_tos_violator_escalation_internal

-- Ticket SLA: 11 Feb 2022

-- Ticket ID: 23171549

-- Ticket URL: <https://stripe.zendesk.com/agent/tickets/23171549>

Misha Tyagi February 18, 2022, 4:02 AM

Hi Jacob,

Thank you for updating the campaign page language and confirming the same. We appreciate your cooperation as we all continue to navigate this situation.

We have two additional follow-up requests:

1. In our last conversation we discussed potential ways to reduce credit risk. You said you intend to hold a percentage of the campaign funds to address potential refunds and chargebacks from donors. We have thought of a structure to formalize this and would like to discuss it with you. Would you please suggest some times when you may be available tomorrow morning (Friday, February 18)?
2. Please also share any instructions or authorizations you receive (or have already received) from the Charity to dispose of funds raised on their behalf if you are unable to remit them to the Charity as described in the fundraising agreement.

Separately, Stripe is required to complete due diligence when sensitive data may be compromised. We wanted to let you know that you may receive a message from our Trust & Safety team, if you have not received a note already.

Please let us know if you have any questions. We look forward to finding a time to discuss tomorrow, when you're available.

Best,
The Stripe Team

jacob February 18, 2022, 4:44 PM

Internal note

Hi All,

Would be happy to get on a call to discuss. I am hoping on a short flight soon. Will be available after 330pm EST. Let me know a specific time that works. And will make it happen.

Shine Brightly,

Jacob

Get Outlook for iOS<<https://aka.ms/o0ukef>>

From: Stripe Support <support@stripe.com>
Sent: Thursday, February 17, 2022 11:02:12 PM
To: GSG <GSG@GiveSendGo.com>
Cc: Jacob Wells <Jacob@GiveSendGo.com>
Subject: Re: Your Stripe Account for givesendgo.com

Hi Jacob,

Thank you for updating the campaign page language and confirming the same. We appreciate your cooperation as we all continue to navigate this situation.

We have two additional follow-up requests:

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Best,
The Stripe Team

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Hi Jacob,

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Let us know if you'll be able to meet the deadline. We are also available for a call this AM if it would be helpful.

Many thanks,
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[WZYMOX-GP65]

Internal Tools Bot February 18, 2022, 4:53 PM

Internal note

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Review Token: mar_L7anDDW9aSBfG8

-- Review Type: potential_tos_violator_escalation_internal

-- Ticket SLA: 11 Feb 2022

-- Ticket ID: 23171549

-- Ticket URL: <https://stripe.zendesk.com/agent/tickets/23171549>

Dave Vesely February 18, 2022, 7:20 PM

Hi Jacob,

Thanks for your response. If could can join us at 2pm PT/5pm ET today, we would greatly appreciate it.

Please reply to this message to confirm and use this link <https://stripe.zoom.us/j/94973821683> to connect.

Kind regards,

The Stripe Team

jacob February 18, 2022, 9:56 PM

Internal note

I will be on the call.

Shine Brightly,

Jacob Wells
Founder/CFO | GiveSendGo
phone: 7573399580

site: www.GiveSendGo.com<<http://www.GiveSendGo.com>>
email: Jacob@GiveSendGo.com<<mailto:Jacob@GiveSendGo.com>>

[cid:F37D6EEE-ACA8-4273-A5CD-BC6428318892@home]

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[WZYMOX-GP65]
29186452_2030102740347690_2717860445167747250_n.jpg

Internal Tools Bot February 18, 2022, 10:05 PM

Internal note

[support-team@stripe.com]: Merchant already has existing underwriting queue reviews open!

Review Token: mar_L7anDDW9aSBfG8

-- Review Type: potential_tos_violator_escalation_internal

-- Ticket SLA: 11 Feb 2022

-- Ticket ID: 23171549

-- Ticket URL: <https://stripe.zendesk.com/agent/tickets/23171549>

Misha Tyagi February 19, 2022, 12:32 AM

Hi Jacob,

Thank you for jumping on the phone, and thinking this through. As we discussed, in order to prepare for potential refunds and chargebacks we will put in place a 15% reserve on the campaign account. Per the conversation, your current Stripe balance of approximately \$1.15 million will cover the currently required reserve. As additional funds come in, your account will retain a 15% reserve, with the remainder being available to pay out. This will help ensure that incoming refunds are processed in a timely manner, which, in turn, could help avoid chargebacks and additional costs.

We'll continue to monitor closely and reassess reserve requirements or other risk mitigation steps as events unfold.

We appreciate your continued communication. Please let us know if you have any questions.

Best,
The Stripe team

jacob February 21, 2022, 1:38 AM

Internal note

Hi Stripe Team,

Wanted to touch base on this account (acct_1KQMbgC2lp5Nd5H4) which was used to receive some of the funds from the Canadian Freedom Convoy. The account holder is the organizations treasurer. We are currently able to refund donations from the campaign associated with my identity, but the account referenced above is currently restricted from us issuing a refund. We are left with the potential suggestion to Givers to request a chargeback through their bank/card issuer. Please let us know if there is a mechanism where we can issue refunds on that account if possible.

Shine Brightly,

Jacob Wells
Founder/CFO
Jacob@givesendgo.com<<mailto:Jacob@givesendgo.com>>

GiveSendGo.com<<http://GiveSendGo.com>>
Powered by Givers
Find us on Facebook<<http://www.facebook.com/givesendgo>>

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[cid:81C55344-17CD-4CCE-B3E6-2AF8CC172979]

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Thank you for updating the campaign page language and confirming the same. We appreciate your cooperation as we all continue to navigate this situation.

We have two additional follow-up requests:

1. In our last conversation we discussed potential ways to reduce credit risk. You said you intend to hold a percentage of the campaign funds to address potential refunds and chargebacks from donors. We have thought of a structure to formalize this and would like to discuss it with you. Would you please suggest some times when you may be available tomorrow morning (Friday, February 18)?
2. Please also share any instructions or authorizations you receive (or have already received) from the Charity to dispose of funds raised on their behalf if you are unable to remit them to the Charity as described in the fundraising agreement.

Separately, Stripe is required to complete due diligence when sensitive data may be compromised. We wanted to let you know that you may receive a message from our Trust & Safety team, if you have not received a note already.

Please let us know if you have any questions. We look forward to finding a time to discuss tomorrow, when you're available.

Best,
The Stripe Team

[WZYMOX-GP65]
image006.jpg

Internal Tools Bot February 21, 2022, 1:41 AM

Internal note

[support-team@stripe.com]: Merchant already has existing underwriting queue reviews open!

Review Token: mar_L7anDDW9aSBfG8

-- Review Type: potential_tos_violator_escalation_internal

-- Ticket SLA: 11 Feb 2022

-- Ticket ID: 23171549

-- Ticket URL: <https://stripe.zendesk.com/agent/tickets/23171549>

Lucy Hu February 21, 2022, 7:48 AM

Hi Jacob,

Pursuant to the Ontario Court Order, Emergency Act orders, and bank partner requirements in Canada, Stripe had to pause all capabilities for covered Canadian accounts.

We'll consult with our legal team and Stripe's bank partners to see if there is any additional flexibility. We will revert back tomorrow and let you know.

The Stripe Team

Lucy Hu February 22, 2022, 12:37 AM

Hi Jacob,

In response to your request, we reviewed the matter internally and received guidance from legal counsel. Unfortunately, we don't have flexibility at this time.

Due to legal and bank partner requirements, Stripe had to suspend capabilities for Canadian accounts named in the Restraint Order issued by the Ontario Superior Court of Justice on February 10, 2022 (Court File No. 22-13355MO). The language of the Court Order states "all persons... are prohibited from disposing of, or otherwise dealing with, in any manner whatsoever, any interest in the property" until the court issues a new order to dispose of the funds.

Please review the language of the Court Order and let us know if you have any questions. We're happy to discuss further by phone if helpful.

The Stripe Team

jacob February 22, 2022, 11:23 PM

Internal note

Understand. Thanks

Shine Brightly,

Jacob Wells

Founder/CFO

Jacob@givesendgo.com<<mailto:Jacob@givesendgo.com>>

GiveSendGo.com<<http://GiveSendGo.com>>

Powered by Givers

Find us on Facebook<<http://www.facebook.com/givesendgo>>

1Peter 3:18 For Christ also suffered once for sins, the righteous for the unrighteous, to bring you to God. He was put to death in the body but made alive in the Spirit.

[cid:81C55344-17CD-4CCE-B3E6-2AF8CC172979]

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On Feb 21, 2022, at 7:37 PM, Stripe Support <support@stripe.com<<mailto:support@stripe.com>>> wrote:

Hi Jacob,

In response to your request, we reviewed the matter internally and received guidance from legal counsel. Unfortunately, we don't have flexibility at this time.

Due to legal and bank partner requirements, Stripe had to suspend capabilities for Canadian accounts named in the Restraint Order issued by the Ontario Superior Court of Justice on February 10, 2022 (Court File No. 22-13355MO). The language of the Court Order states "all persons... are

prohibited from disposing of, or otherwise dealing with, in any manner whatsoever, any interest in the property" until the court issues a new order to dispose of the funds.

Please review the language of the Court Order and let us know if you have any questions. We're happy to discuss further by phone if helpful.

The Stripe Team

On Feb 21, 7:48 AM, Stripe Support wrote:

Hi Jacob,

Pursuant to the Ontario Court Order, Emergency Act orders, and bank partner requirements in Canada, Stripe had to pause all capabilities for covered Canadian accounts.

We'll consult with our legal team and Stripe's bank partners to see if there is any additional flexibility. We will revert back tomorrow and let you know.

The Stripe Team

On Feb 19, 12:32 AM, Stripe Support wrote:

Hi Jacob,

Thank you for jumping on the phone, and thinking this through. As we discussed, in order to prepare for potential refunds and chargebacks we will put in place a 15% reserve on the campaign account. Per the conversation, your current Stripe balance of approximately \$1.15 million will cover the currently required reserve. As additional funds come in, your account will retain a 15% reserve, with the remainder being available to pay out. This will help ensure that incoming refunds are processed in a timely manner, which, in turn, could help avoid chargebacks and additional costs.

We'll continue to monitor closely and reassess reserve requirements or other risk mitigation steps as events unfold.

We appreciate your continued communication. Please let us know if you have any questions.

Best,
The Stripe team

[WZYMOX-GP65]
image006.jpg

Internal Tools Bot February 22, 2022, 11:28 PM

Internal note

[support-team@stripe.com]: Merchant already has existing underwriting queue reviews open!

Review Token: mar_L7anDDW9aSBfG8

-- Review Type: potential_tos_violator_escalation_internal

-- Ticket SLA: 11 Feb 2022

-- Ticket ID: 23171549

-- Ticket URL: <https://stripe.zendesk.com/agent/tickets/23171549>

Lucy Hu February 25, 2022, 3:36 AM

Hi Jacob,

Hope you're doing well. We talked after the Emergencies Act went into effect, and we wanted to check-in with you now that the Act, and orders made pursuant to the Act, have been revoked. We are also tracking the status of the Ontario Court Order, which remains in effect. We thought it might be helpful to discuss the campaign, your account, and where things currently stand.

Do you have blocks that work well for you for a call tomorrow?

Best,
The Stripe Team

Lucy Hu February 28, 2022, 5:04 PM

Hi Jacob,

We are checking in again to see how you were doing and if you'd like to hop on a call with our team.

If so, please let us know what time works best for you.

Best,
The Stripe Team

jacob February 28, 2022, 11:17 PM

Internal note

Hi Stripe,

I apologize for the delay. I have been traveling the last several days. I will be back in office Wed-Fri this week. If anytime works on those days for you let me know. I would be happy to jump on.

Shine Brightly,

Jacob Wells
Founder/CFO | GiveSendGo
phone: 7573399580
site: www.GiveSendGo.com<<http://www.GiveSendGo.com>>
email: Jacob@GiveSendGo.com<<mailto:Jacob@GiveSendGo.com>>

[cid:F37D6EEE-ACA8-4273-A5CD-BC6428318892@home]

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On Feb 28, 2022, at 12:04 PM, Stripe Support <support@stripe.com<<mailto:support@stripe.com>>> wrote:

Hi Jacob,

We are checking in again to see how you were doing and if you'd like to hop on a call with our team.

If so, please let us know what time works best for you.

Best,
The Stripe Team

On Feb 25, 3:36 AM, Stripe Support wrote:

Hi Jacob,

Hope you're doing well. We talked after the Emergencies Act went into effect, and we wanted to check-in with you now that the Act, and orders made pursuant to the Act, have been revoked. We are also tracking the status of the Ontario Court Order, which remains in effect. We thought it might be helpful to discuss the campaign, your account, and where things currently stand.

Do you have blocks that work well for you for a call tomorrow?

Best,
The Stripe Team

On Feb 22, 12:37 AM, Stripe Support wrote:

Hi Jacob,

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Due to legal and bank partner requirements, Stripe had to suspend capabilities for Canadian accounts named in the Restraint Order issued by the Ontario Superior Court of Justice on February 10, 2022 (Court File No. 22-13355MO). The language of the Court Order states "all persons... are prohibited from disposing of, or otherwise dealing with, in any manner whatsoever, any interest in the property" until the court issues a new order to dispose of the funds.

Please review the language of the Court Order and let us know if you have any questions. We're happy to discuss further by phone if helpful.

The Stripe Team

[WZYMOX-GP65]
29186452_2030102740347690_2717860445167747250_n.jpg

Internal Tools Bot February 28, 2022, 11:29 PM

Internal note

[support-team@stripe.com]: Merchant already has existing underwriting queue reviews open!

Review Token: mar_L7anDDW9aSBfG8

-- Review Type: potential_tos_violator_escalation_internal

-- Ticket SLA: 11 Feb 2022

-- Ticket ID: 23171549

-- Ticket URL: <https://stripe.zendesk.com/agent/tickets/23171549>

Lucy Hu March 1, 2022, 12:00 AM

Hi Jacob,

Thanks for getting back to us.

Does Wednesday between 9am - 11am PT work for you? Feel free to pick a slot that works best for you.

Regards,
The Stripe Team

jacob March 1, 2022, 1:57 PM

Internal note

Hi,

Lets do 10amPT/1pmEST

Shine Brightly,

Jacob Wells
Founder/CFO | GiveSendGo
phone: 7573399580
site: www.GiveSendGo.com<<http://www.GiveSendGo.com>>
email: Jacob@GiveSendGo.com<<mailto:Jacob@GiveSendGo.com>>

[cid:F37D6EEE-ACA8-4273-A5CD-BC6428318892@home]

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On Feb 28, 2022, at 7:00 PM, Stripe Support <support@stripe.com<<mailto:support@stripe.com>>> wrote:

Hi Jacob,

Thanks for getting back to us.

Does Wednesday between 9am - 11am PT work for you? Feel free to pick a slot that works best for you.

Regards,
The Stripe Team

On Feb 28, 5:04 PM, Stripe Support wrote:

Hi Jacob,

We are checking in again to see how you were doing and if you'd like to hop on a call with our team.

If so, please let us know what time works best for you.

Best,
The Stripe Team

On Feb 25, 3:36 AM, Stripe Support wrote:

Hi Jacob,

Hope you're doing well. We talked after the Emergencies Act went into effect, and we wanted to check-in with you now that the Act, and orders made pursuant to the Act, have been revoked. We are also tracking the status of the Ontario Court Order, which remains in effect. We thought it might be helpful to discuss the campaign, your account, and where things currently stand.

Do you have blocks that work well for you for a call tomorrow?

Best,
The Stripe Team

[WZYMOX-GP65]
29186452_2030102740347690_2717860445167747250_n.jpg

Internal Tools Bot March 1, 2022, 2:05 PM

Internal note

[support-team@stripe.com]: Merchant already has existing underwriting queue reviews open!
Review Token: mar_L7anDDW9aSBfG8
-- Review Type: potential_tos_violator_escalation_internal
-- Ticket SLA: 11 Feb 2022
-- Ticket ID: 23171549
-- Ticket URL: <https://stripe.zendesk.com/agent/tickets/23171549>

Lucy Hu March 1, 2022, 7:35 PM

Hi Jacob,

That works for our team.

Sharing the following Zoom link in advance of the call: <https://stripe.zoom.us/j/97165238675>

Confirming we will joining the call at 1pm EST/ 10am PST.

Regards,
The Stripe Team

jacob March 1, 2022, 9:45 PM

Internal note

Hi Stripe,

That works perfect! Talk to you then,

Shine Brightly,

Jacob

From: Stripe Support <support@stripe.com>
Sent: Monday, February 28, 2022 12:04:41 PM
To: GSG <GSG@GiveSendGo.com>
Cc: Jacob Wells <Jacob@GiveSendGo.com>
Subject: Re: Your Stripe Account for givesendgo.com

Hi Jacob,

We are checking in again to see how you were doing and if you'd like to hop on a call with our team.

If so, please let us know what time works best for you.

Best,
The Stripe Team

On Feb 25, 3:36 AM, Stripe Support wrote:

Hi Jacob,

Hope you're doing well. We talked after the Emergencies Act went into effect, and we wanted to check-in with you now that the Act, and orders made pursuant to the Act, have been revoked. We are also tracking the status of the Ontario Court Order, which remains in effect. We thought it might be helpful to discuss the campaign, your account, and where things currently stand.

Do you have blocks that work well for you for a call tomorrow?

Best,
The Stripe Team

On Feb 22, 12:37 AM, Stripe Support wrote:

Hi Jacob,

In response to your request, we reviewed the matter internally and received guidance from legal counsel. Unfortunately, we don't have flexibility at this time.

Due to legal and bank partner requirements, Stripe had to suspend capabilities for Canadian accounts named in the Restraint Order issued by the Ontario Superior Court of Justice on February 10, 2022 (Court File No. 22-13355MO). The language of the Court Order states "all persons... are prohibited from disposing of, or otherwise dealing with, in any manner whatsoever, any interest in the property" until the court issues a new order to dispose of the funds.

Please review the language of the Court Order and let us know if you have any questions. We're happy to discuss further by phone if helpful.

The Stripe Team

[WZYMOX-GP65]

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Internal Tools Bot March 1, 2022, 9:52 PM

Internal note

[support-team@stripe.com]: Merchant already has existing underwriting queue reviews open!

Review Token: mar_L7anDDW9aSBfG8

-- Review Type: potential_tos_violator_escalation_internal

-- Ticket SLA: 11 Feb 2022

-- Ticket ID: 23171549

-- Ticket URL: <https://stripe.zendesk.com/agent/tickets/23171549>

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